



## LifeLine contacts received and closed by CAB during the month of September 2017

Data Pull Date: 101317

### LifeLine Phone Contacts in CAB

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
<b>Received</b>	96	101	86	82	90	100	75	88	75	793
<b>Closed</b>	96	101	86	82	90	100	75	88	75	793

### LifeLine Written Contacts in CAB

<b>Received</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
LL Appeals (Landline & Wireless) Received	204	146	181	148	202	159	118	130	110	1398
LL Billing Received	49	65	60	56	79	75	53	64	75	576
LL Complaints Received	2	2	2	2	0	2	3	1	1	15
LL Inquiries Received	19	14	26	13	51	22	21	29	34	229
LL Assignment Pending	50	34	30	43	8	45	35	27	2	274
LL Enrollment Request Freeze	/	/	/	/	0	0	1	0	0	1
LL Discount Transfer Freeze	/	/	/	/	0	0	0	1	0	1
<b>Total Written Contacts Received</b>	<b>324</b>	<b>261</b>	<b>299</b>	<b>262</b>	<b>340</b>	<b>303</b>	<b>231</b>	<b>252</b>	<b>222</b>	<b>2492</b>
<b>Closed</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
LifeLine Appeals Closed	247	184	216	129	196	215	147	130	157	1621
<i>Landline Appeals</i>	174	123	134	81	105	97	60	64	73	911
<i>Wireless Appeals</i>	73	61	82	48	91	118	87	66	84	710
LL Billing Closed	56	49	85	79	71	64	101	66	73	644
LL Complaints Closed	0	0	1	1	1	0	1	0	0	4
LL Inquiries Closed	26	29	42	14	29	50	36	39	58	323
LL Enrollment Request Freeze	/	/	/	/	/	1	1	0	1	3
LL Discount Transfer Freeze	/	/	/	/	/	0	0	1	0	1
LL Unknown <sup>1</sup> Closed	2	1	1	0	1	0	2	0	0	7
<b>Total Written Contacts Closed</b>	<b>331</b>	<b>263</b>	<b>345</b>	<b>223</b>	<b>298</b>	<b>330</b>	<b>288</b>	<b>236</b>	<b>289</b>	<b>2603</b>

## Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	September		YTD
<b>LifeLine Appeals (Landline &amp; Wireless)</b>										Denial Overturned <sup>2</sup>	Denial Upheld <sup>2</sup>	
LL Customer Did Not Return Form	68	50	64	33	56	59	50	46	69	3	65	495
LL Documents Not Provided/Does Not Meet Guidelines	46	38	33	20	46	41	27	22	24	11	8	297
LL Form Complexity	9	4	8	8	10	6	1	7	8	1	2	61
LL IDV Identity Verification	26	26	35	15	27	23	9	5	7	6	1	173
LL Initials Missing	21	11	14	15	15	20	21	15	16	1	15	148
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0
LL Nondeliverable	0	0	1	0	0	0	0	0	1	0	1	2
LL Policy/Practices	5	3	9	5	4	12	12	6	10	0	8	66
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	2	3	6	5	2	3	0	3	0	0	0	24
LL Signature/Printed Name Does Not Match/Missing	62	42	40	24	30	41	16	20	14	5	5	289
LL SSN/DOB/Tribal ID Not Provided	8	7	6	4	6	10	11	6	8	4	3	66
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Appeals</b>	<b>247</b>	<b>184</b>	<b>216</b>	<b>129</b>	<b>196</b>	<b>215</b>	<b>147</b>	<b>130</b>	<b>157</b>			<b>1621</b>

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	September			YTD
<b>LifeLine Billing</b>										Wireless	Wireline	VOIP	
LLB Address Error	6	7	5	7	6	5	12	5	7	6	1	0	60
LLB Application Request	14	9	27	27	19	22	28	19	25	1	23	1	190
LLB Approved for Discount	10	10	10	17	12	9	21	14	12	7	5	0	115
LLB Discount Switched to Other Carrier	7	3	5	5	6	3	8	7	10	6	4	0	54
LLB Federal Program/Equipment	17	20	38	23	28	25	32	21	19	19	0	0	223
LLB New Phone Service Not LL Eligible	2	0	0	0	0	0	0	0	0	0	0	0	2
<b>Total Billing</b>	<b>56</b>	<b>49</b>	<b>85</b>	<b>79</b>	<b>71</b>	<b>64</b>	<b>101</b>	<b>66</b>	<b>73</b>				<b>644</b>

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
<b>LifeLine Freeze<sup>3</sup></b>										
LLF Address Change						0	0	0	0	0
LLF Enrollment Freeze						1	1	0	1	3
LLF Failure to Provide Service						0	0	1	0	1
LLF Federal Violation						0	0	0	0	0
LLF Late Fees						0	0	0	0	0
LLF State Violation						0	0	0	0	0
<b>Total Freeze</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>

**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

1 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

2 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

3 New case type and subcategories added to reflect changes in the LL program effective June1, 2017.